United Healthcare of Texas, Inc. Austin/San Antonio

Survey (CAHPSTM 4.0H) Results

rating of 6 or lower to their	ercentage who assigned a rating of 7 or 8 to their	Percentage who assigned a rating of 9 or 10 to their	State Average	
where 0 = the wor s	st possible and 10 = t	he best possible		
Health Plan 19%	48%	33%	21% 38%	41%
Health Care 12%	38%	50%	15% 38%	47%
Personal Doctor 6%	26%	68%	11% 27%	62%
Specialist 7%	33%	60%	11% 26%	63%
ercentage who said they sometimes or never	Percentage who said they usually	Percentage who said they always	State Average	
Got Needed Care 9%	43%	47%	14% 33%	53%
Got Care Quickly 10%	36%	54%	15% 29%	57%
Had Plans Handle Claims Quickly & Correctly	40%	44%	12% 32%	57%
Got Efficient & Helpful Customer Service	27 %	52%	18% 26%	57%
Had Doctors Communicate Well	21%	74%	8% 22%	70%